Paper Reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY

UNIT 14: IT SERVICE DELIVERY

(PART B)

Window for supervised period:

Monday 29 April 2019 – Friday 17 May 2019

Supervised hours: 8 hours (plus your additional
time allowance)

INSTRUCTIONS TO TEACHERS/TUTORS AND/OR INVIGILATORS

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Pearson

INSTRUCTIONS TO TEACHERS/TUTORS AND/OR INVIGILATORS

This paper must be read in conjunction with the unit information in the specification and the BTEC NATIONALS INSTRUCTIONS FOR CONDUCTING EXTERNAL ASSESSMENTS (ICEA) document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the INSTRUCTIONS FOR CONDUCTING EXTERNAL ASSESSMENTS (ICEA) document to ensure that the assessment is supervised correctly.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for learner use.

The set task can be completed in more than one supervised session.

Learners can take a maximum of two sides hard copy individually prepared A4 research notes into Part B of the set task, as stated in Part A.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as a PDF document for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

Centres are free to arrange the supervised assessment period how they wish provided the 8 hours (plus the additional time allowance) for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.

Teachers/tutors may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Teachers/tutors and invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learners' notes will be retained securely by the centre after Part B and may be requested by Pearson if there is suspected malpractice.

MAINTAINING SECURITY

- **Learners must not bring anything into the supervised environment or take anything out.**
- **Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.**
- **Internet access is not permitted.**
- **Learners' work must be regularly backed up. Learners should save their work to their folder using the naming instructions in each activity.**
- **During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.**
- **Learners can only access their work under supervision.**
- **User areas must only be accessible to the individual learners and to named members of staff.**
- **Any materials being used by the learners must be collected at the end of each session, stored securely and handed back at the beginning of the next session.**

OUTCOMES FOR SUBMISSION

Each learner must create a folder to submit their work. Each folder should be named according to the following naming convention:

[Centre #]_[Registration number #]_ [surname]_[first letter of first name]

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345_F180542_Smith_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

Activity 1: activity1strategy_[Registration number #]_[surname]_[first letter of first name]

Activity 2: activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

Activity 3: activity3solution_[Registration number #]_[surname]_[first letter of first name]

Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

An authentication sheet must be completed by each learner and submitted with the final outcomes.

The work should be submitted no later than 21 May 2019.